ASAHI SEIKO
CARD DISPENSER
TROUBLESHOOTING GUIDE
(REV A RELEASE – 3-17-2023)

Raw Thrills has created this guide to support continued operation of card dispensers on games such as Injustice Arcade and Minecraft Dungeons Arcade. We suggest completing the general maintenance procedure twice annually as well as prior to troubleshooting and repairs. Completing the general maintenance procedure will help ensure that specific critical components on the dispenser are in their best operating condition during troubleshooting.

SAFETY WARNINGS

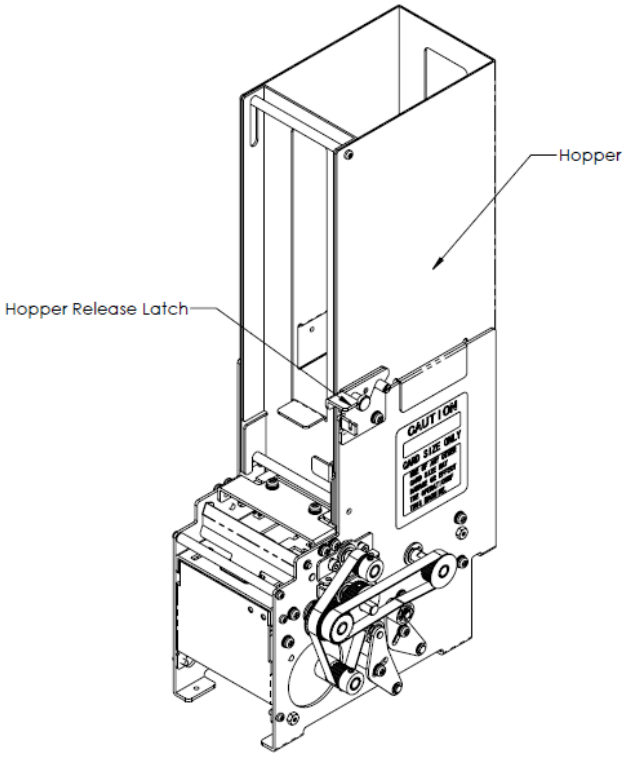
USE EXTREME CAUTION WHEN SERVICING GAME CABINETS. LETHAL VOLTAGES CAN REMAIN IN ELECTRONIC COMPONENTS WHETHER AC POWER TO CABINET IS CONNECTED OR NOT.

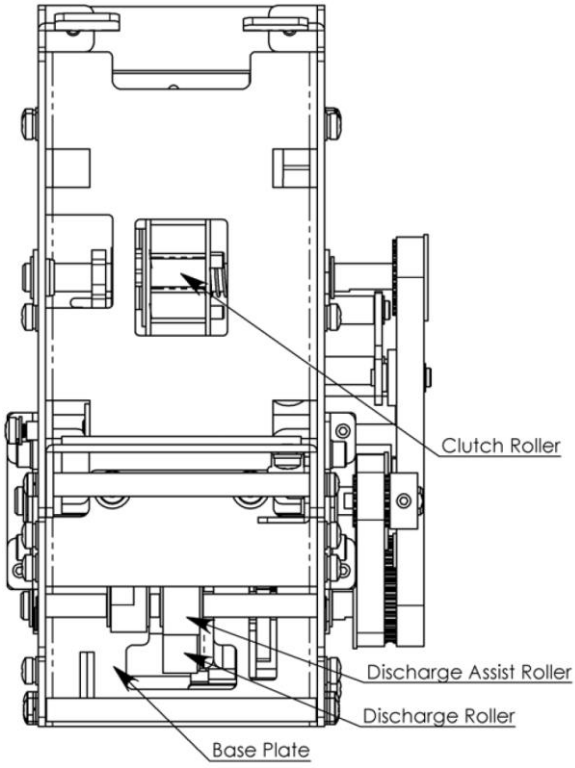
TAKE CARE THAT NO FINGERS, CLOTHING OR TOOLS ARE CAUGHT IN DISPENSER'S GEARS, BELTS, OR OTHER MOVING PARTS DURING MAINTENANCE AND TROUBLESHOOTING.

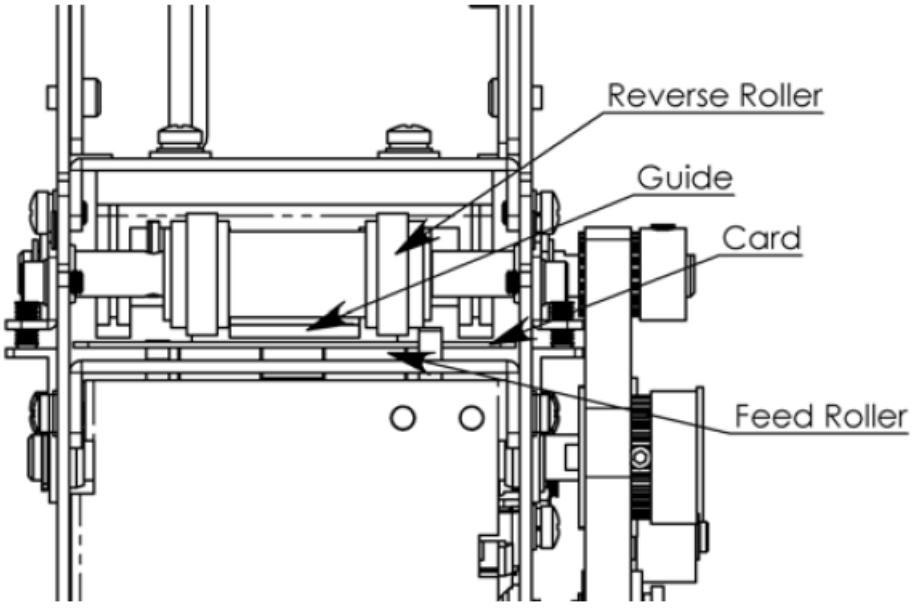
P/N: 040-00095-01

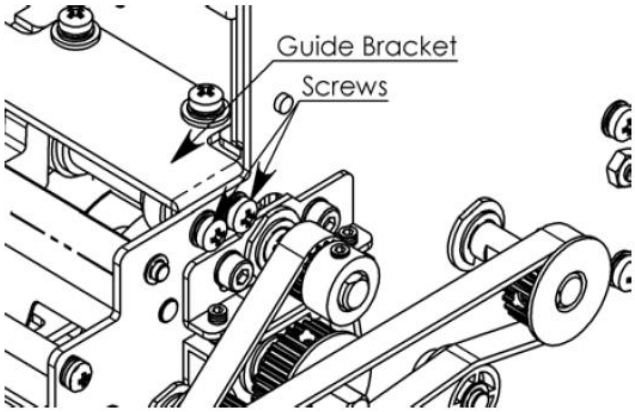
CARD DISPENSER COMPONENT IDENTIFICATION

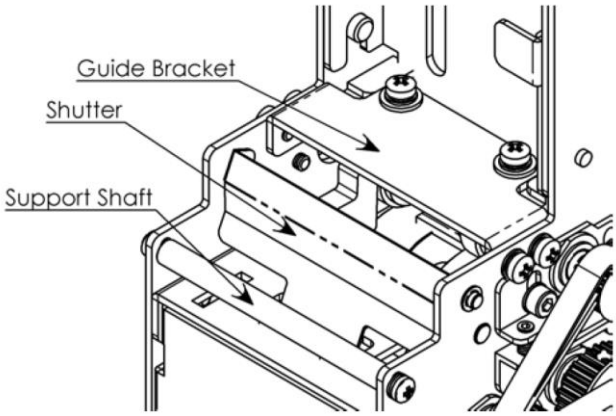
Reference these supplied images for familiarization of dispenser components

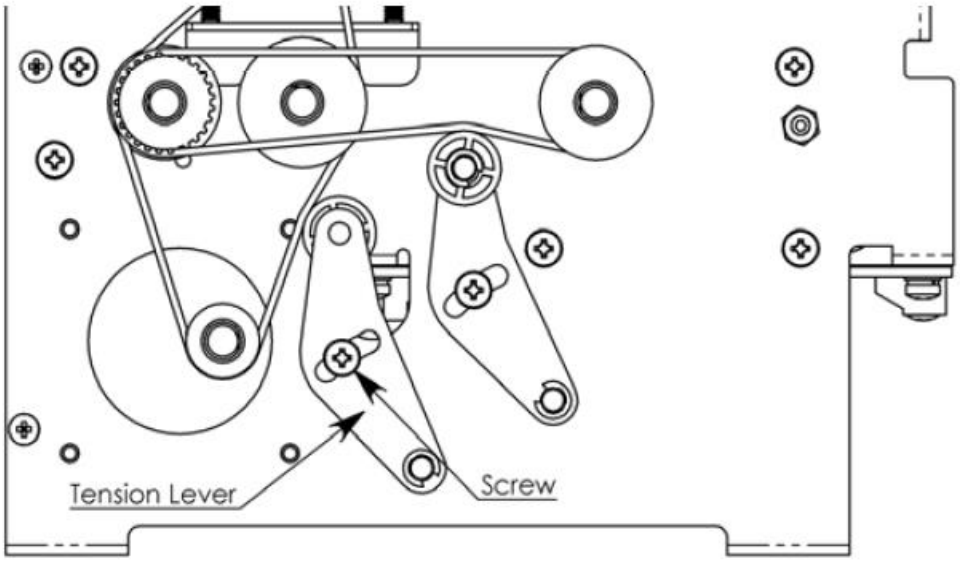


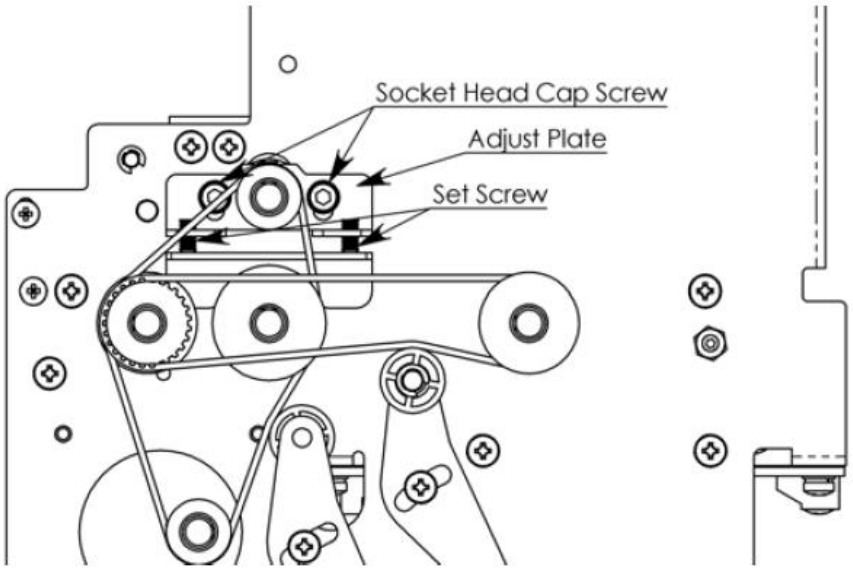





Guide Bracket
Screws


Guide Bracket
Shutter
Support Shaft


Tension Lever
Screw


Socket Head Cap Screw
Adjust Plate
Set Screw

GENERAL MAINTENANCE PROCEDURE

FOR VIDEO INSTRUCTIONS, PLEASE SCAN QR CODE OR VISIT:
https://rawthrills.com/card-dispenser-maintenance-video/

Required Supplies and Tools:

7/16" SOCKET WRENCH
(2) PHILLIPS #0 SCREWDRIVERS
ISOPROPYL ALCOHOL (RUBBING ALCOHOL)
COTTON SWABS
CLEAN SMALL CLOTH OR PAPER TOWEL

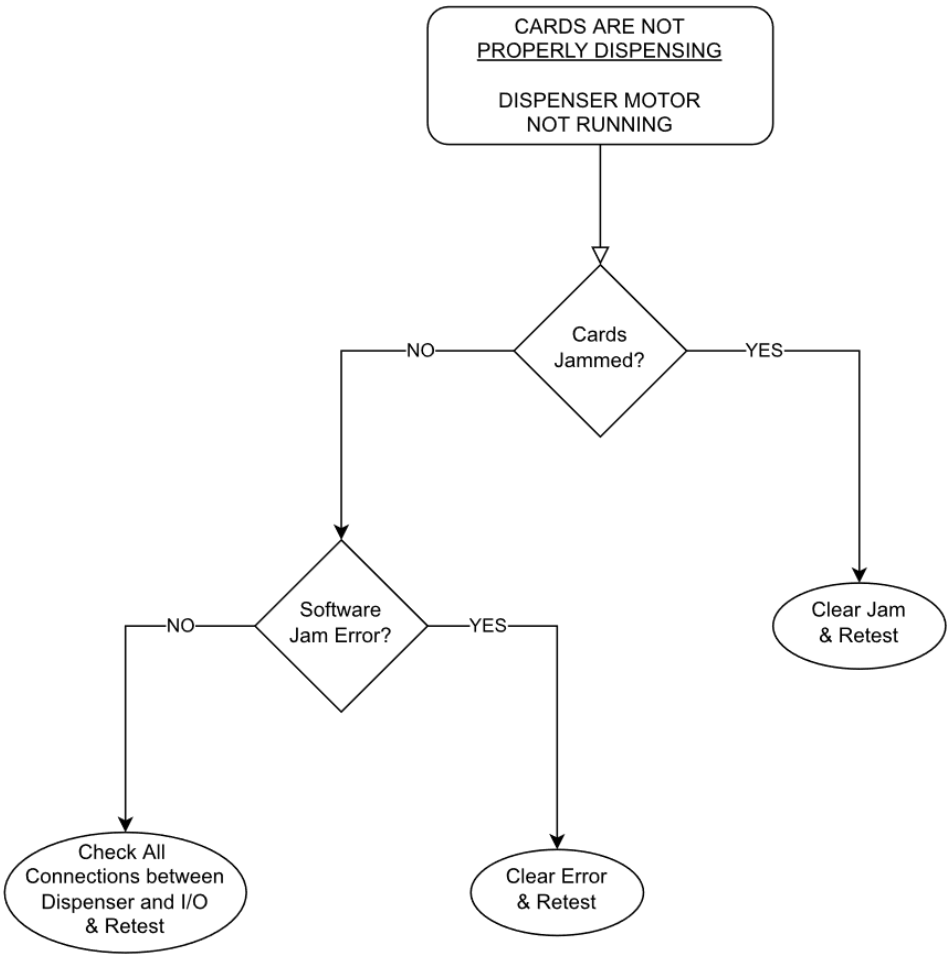
1. ***REMOVE WEIGHT AND ALL CARDS FROM DISPENSER.***
2. ***USE 7/16" SOCKET WRENCH TO LOOSEN (2) LOWER NUTS AND COMPLETELY REMOVE (2) UPPER NUTS SECURING CARD DISPENSER MOUNTING BRACKET TO INSIDE OF DOOR. USE WRENCH TO PROP UP DISPENSER FOR BETTER ACCESS TO PHILLIPS SCREWS SECURING SUPPORT SHAFT (NOTE: SUPPORT SHAFT AND SHUTTER BRACKET ARE NOT USED ON MINECRAFT DUNGEONS ARCADE DISPENSERS).***
3. ***USING (2) PHILLIPS SCREWDRIVERS, REMOVE SUPPORT SHAFT.***
4. ***REMOVE CARD HOPPER EXTENSION BY OPENING LATCH AT FRONT RIGHT OF DISPENSER, SLIDING HOPPER BACK AND LIFTING UPWARDS.***
5. ***USING COTTON SWAB DAMPENED WITH ISOPROPYL ALCOHOL, CLEAN CLUTCH ROLLER, DISCHARGE ROLLER, AND DISCHARGE ASSIST ROLLERS.***
    a. ***USE TEST MENU TO ACCESS AND INITIATE DISPENSER TEST 1 (OR 2) TO ROTATE THESE (3) ROLLERS. BLACK LEVER NEXT TO CLUTCH ROLLER IS USED TO INDICATE WHEN HOPPER IS EMPTY AND MUST BE HELD DOWN FOR ROLLERS TO SPIN IN DISPENSER TEST.***
    b. ***WITH SUPPORT SHAFT REMOVED, SHUTTER BRACKET CAN BE MOVED FOR EASIER ACCESS TO DISCHARGE AND DISCHARGE ASSIST ROLLERS.***
6. ***USING CLEAN SMALL CLOTH DAMPENED WITH ISOPROPYL ALCOHOL, WIPE DOWN ALL INTERNAL METAL SURFACES THAT CARDS WILL CONTACT, INCLUDING:***
    a. ***BASE PLATE, INNER SIDE PLATES, AND SHUTTER BRACKET ON CARD DISPENSER,***
    b. ***ALL INNER AND OUTER SURFACES OF CARD HOPPER EXTENSION.***
7. ***REINSTALL CARD HOPPER EXTENSION BY ALIGNING (4) TABS WITH CUTOUTS IN BASE PLATE, AND SLIDING THE HOPPER FORWARD INTO PLACE ONCE TABS ARE BELOW BASE PLATE. LATCH WILL RETAIN PIN ON SIDE OF HOPPER. NOTE: IMPROPER INSTALLATION OF HOPPER WILL CAUSE CARD JAMS AND DISPENSER MALFUNCTION.***
8. ***FLIP DOWN SHUTTER BRACKET AND REPLACE SUPPORT SHAFT WITH (2) PHILLIPS SCREWS AND ACCOMPANYING WASHERS. CARDS SHOULD EASILY SLIDE OUT FROM UNDER SHUTTER BRACKET WHEN SUPPORT SHAFT IS REPLACED.***
9. ***REPLACE NUTS FOR CARD DISPENSER MOUNTING BRACKET, MAKING SURE THAT DISPENSER IS PROPERLY CENTERED WITHIN THE SPAN OF CARD CUTOUT ON DOOR.***
10. ***ONCE ALL ISOPROPYL ALCOHOL HAS COMPLETELY EVAPORATED, RELOAD CARDS AND CARD WEIGHT INTO HOPPER.***
11. ***TEST CARD DISPENSER FUNCTION PRIOR TO EXITING TEST MENU AND RESUMING GAME OPERATION, OR AS NEEDED, PROCEED TO TROUBLESHOOTING.***

TROUBLESHOOTING PROCEDURES

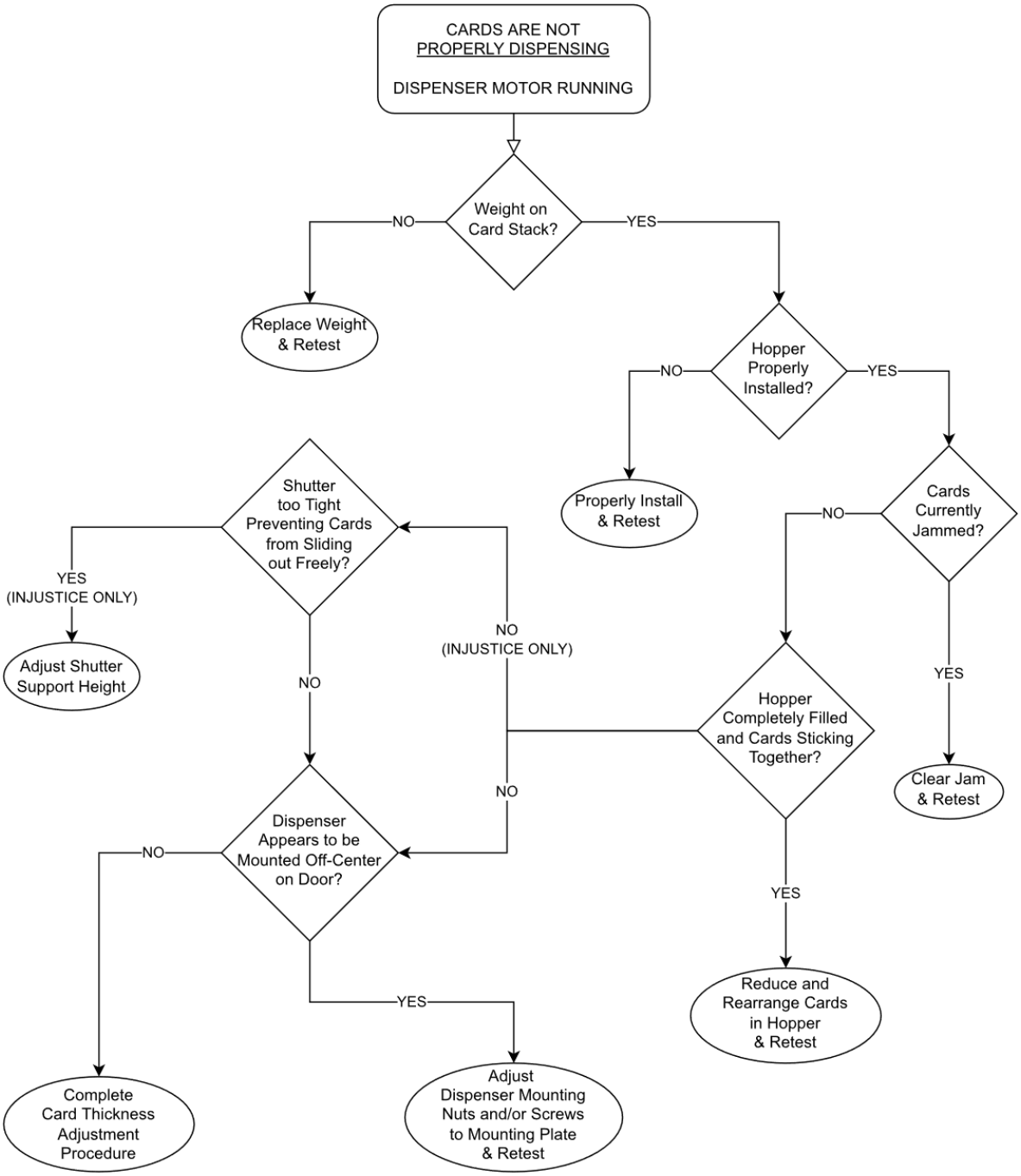
FOR VIDEO INSTRUCTIONS, PLEASE SCAN QR CODE OR VISIT:
https://rawthrills.com/card-dispenser-troubleshooting-guide/

When troubleshooting your dispenser, first determine whether the dispenser's motor is running or not running. Choose the video that best matches your issues and follow the troubleshooting procedures that progress through simple solutions (such as replacing card weight on card stack or reseating harness connections) up to the more complex technical procedure of card thickness adjustment. Use the flow charts and procedural instructions below as a complement to the video instructions.

MOTOR NOT RUNNING (VIDEO #1)



MOTOR RUNNING (VIDEO #2)



CARD THICKNESS ADJUSTMENT PROCEDURE (VIDEO #3)

IMPORTANT NOTE: This procedure is rarely necessary. Please use it as your final troubleshooting step. This procedure may be difficult and time consuming.

This procedure is necessary if cards are being dispensed two at a time, or if frequent jams are occuring and other troubleshooting procedures have not solved the problem. Pay close attention throughout the process to follow the video and complementary written instructions. If you are concerned about completing this procedure on your own, seek out technical support from Raw Thrills Hotline by phone at 1-800-753-2513 or by email at RTSUPPORT@BETSON.COM, or contact your local distibutor.

Required Supplies and Tools:

7/16" SOCKET WRENCH
NEEDLE NOSE PLIERS
1.5MM AND 2.5MM HEX KEYS
PHILLIPS #0, #1 AND #2 SCREWDRIVERS
.021" FEELER GAUGE
SUGGESTED: THREEBOND 1401B THREAD SEALING COMPOUND OR LOCTITE 220 THREADLOCKER

1. ***REMOVE DISPENSER FROM DOOR ASSEMBLY***
    a. ***REMOVE CARD WEIGHT AND ALL CARDS FROM HOPPER.***
    b. ***DISCONNECT HARNESS CONNECTIONS TO DISPENSER.***
    c. ***USE 7/16" SOCKET WRENCH TO REMOVE (4) MOUNTING NUTS SECURING DISPENSER MOUNTING BRACKET TO DOOR.***
    d. ***BRING DISPENSER WITH MOUNTING BRACKET TO SUITABLE WORKSPACE.***
2. ***REMOVE MOUNTING BRACKET AND HOPPER***
    a. ***USE PHILLIPS SCREWDRIVER AND NEEDLE NOSE PLIERS TO REMOVE DISPENSER MOUNTING BRACKET.***
    b. ***REMOVE CARD HOPPER BY OPENING LATCH AT FRONT RIGHT OF DISPENSER, SLIDING HOPPER BACK AND LIFTING UPWARDS.***
3. ***LOOSEN GUIDE BRACKET AND TENSION LEVER***
    a. ***USE PHILLIPS SCREWDRIVER TO LOOSEN (4) SCREWS SECURING GUIDE BRACKET SUCH THAT BRACKET CAN BE MOVED BY HAND; DO NOT REMOVE THE SCREWS.***
    b. ***USE PHILLIPS SCREWDRIVER TO LOOSEN FORWARDMOST TENSION LEVER'S MOUNTING SCREW AND ROTATE LEVER CLOCKWISE TO RELIEVE BELT TENSION.***
4. ***LOOSEN REVERSE ROLLER MOUNTING PLATE SCREWS AND REMOVE SUPPORT SHAFT***
    a. ***USE 2.5MM HEX KEY TO LOOSEN (4) SOCKET HEAD SCREWS SECURING REVERSE ROLLER ADJUSTMENT PLATES TO DISPENSER SIDE PLATES. DO NOT ADJUST SMALLER SET SCREWS YET.***
    b. ***USE (2) PHILLIPS SCREWDRIVERS TO REMOVE SUPPORT SHAFT. ROTATE SHUTTER BRACKET UPWARD FOR EASIER VIEWING OF ADJUSTMENTS.***

5. ***PERFORM SINGLE AND DOUBLE CARD TESTS***
    a. ***PRESS DOWN FIRMLY AND CONTINUALLY ON REVERSE ROLLER SHAFT ENDS AND ATTEMPT TO INSERT ONE CARD IN BETWEEN REVERSE ROLLER SHAFT AND FEED ROLLER TO PASS THROUGH DISPENSER.***
        i. ***IF CARD PASSES THROUGH EASILY, MOVE ON TO DOUBLE CARD TEST.***
        ii. ***IF CARD DOESN'T PASS THROUGH, REVERSE ROLLER WILL NEED TO BE ADJUSTED UPWARD FOR LARGER GAP LATER IN THE PROCEDURE.***
    b. ***NOW WITH TWO CARDS, PRESS DOWN FIRMLY AND CONTINUALLY ON REVERSE ROLLER SHAFT ENDS AND ATTEMPT TO PASS BOTH CARDS THROUGH DISPENSER.***
        i. ***IF BOTH CARD PASS THROUGH, REVERSE ROLLER WILL NEED TO BE ADJUSTED DOWNWARD FOR A SMALLER GAP LATER IN THE PROCEDURE.***
        ii. ***IF BOTH CARDS CANNOT PASS THROUGH, CURRENT GAP IS SUFFICIENT FOR LIMITING DOUBLE DISPENSING BUT MAY STILL NEED TO BE ADJUSTED UPWARD IF SINGLE CARD WAS UNABLE TO PASS THROUGH.***
    c. ***LOCATE .021" FEELER GAUGE TO AID IN UPCOMING PRECISE GAPPING ADJUSTMENT.***
6. ***ADJUST REVERSE ROLLER GAP***
    a. ***INSERT FEELER GAUGE BETWEEN REVERSE ROLLER AND FEED ROLLER, OFFSET TO ONE SIDE OF REVERSE ROLLER.***
    b. ***USE 1.5MM HEX KEY TO ADJUST (2) SET SCREWS OF ADJUSTMENT PLATE ON SIDE OF FEELER GAUGE ACCORDING TO SINGLE AND DOUBLE CARD TEST RESULTS.***
        i. ***IMPORTANT NOTE: SET SCREWS ON EACH SIDE MUST BE ADJUSTED EQUALLY, OR ELSE THERE WILL BE NON-UNIFORM GAPPING AND DISPENSING PROBLEMS WILL BE LIKELY.***
        ii. ***IF GAP NEEDS TO BE ADJUSTED UPWARD, TURN SET SCREWS CLOCKWISE AND ADVANCE SCREWS EQUALLY.***
        iii. ***IF GAP NEEDS TO BE ADJUSTED DOWNWARD, TURN SET SCREWS COUNTER-CLOCKWISE AND RETRIEVE SCREWS EQUALLY.***
    c. ***REPLACE FEELER GAUGE ON OPPOSITE SIDE OF REVERSE ROLLER AND PERFORM SET SCREW ADJUSTMENT.***
    d. ***PERFORM SINGLE AND DOUBLE CARD TESTS AGAIN TO CONFIRM SATISFACTORY ADJUSTMENT.***
        i. ***READJUST SET SCREWS AGAIN AS NEEDED.***
7. ***TIGHTEN SOCKET HEAD SCREWS FOR REVERSE ROLLER PLATES***
    a. ***PRESS DOWN FIRMLY AND CONTINUALLY ON REVERSE ROLLER SHAFT SUCH THAT BOTTOM OF SET SCREWS CONTACT THE LOWER ADJUSTMENT PLATES AND USE 2.5MM HEX KEY TO TIGHTEN (4) SOCKET HEAD SCREWS. USE SUGGESTED THREADLOCKER TO PREVENT LOOSENING.***
8. ***ADJUST GUIDE BRACKET***
    a. ***INSERT A CARD IN BETWEEN REVERSE ROLLER AND FEED ROLLER.***
    b. ***ALIGN BOTTOM WHITE LEGS OF GUIDE BRACKET WITH BOTTOM OF REVERSE ROLLER FOR OPTIMAL OPERATION.***
    c. ***USE PHILLIPS SCREWDRIVER TO TIGHTEN (4) SCREWS TO SECURE GUIDE BRACKET. USE SUGGESTED THREADLOCKER TO PREVENT LOOSENING.***
    d. ***VERIFY THAT THE CARD SLIDES THROUGH EASILY WHEN COMPLETE.***
9. ***TENSION BELT AND TIGHTEN TENSION LEVER***
    a. ***ROTATE TENSION LEVER COUNTER-CLOCKWISE TO TENSION BELT SUCH THAT THE BELT DEFLECTION IS NO MORE THAN 1.5-2.0MM (NOTE: USE PAST THREADLOCKER AS POSITIONING GUIDE).***
    b. ***USE PHILLIPS SCREWDRIVER TO TIGHTEN SCREW. USE SUGGESTED THREADLOCKER TO PREVENT LOOSENING.***

10. ***REPLACE SHUTTER AND SUPPORT SHAFT***
    a. ***ROTATE SHUTTER BRACKET DOWNWARD INTO PLACE AND PLACE A CARD IN DISPENSER SUCH THAT IT IS UNDER THE SHUTTER BRACKET.***
    b. ***REINSTALL SUPPORT SHAFT SUCH THAT GAP ALLOWS CARDS TO EASILY SLIDE OUT. YOU MAY ALSO USE FEELER GAUGE TO DETERMINE IF GAP IS SUFFICIENT.***
    c. ***USE SCREWDRIVER TO TIGHTEN (2) SCREWS AFTER SUFFICIENT GAP IS DETERMINED. USE SUGGESTED THREADLOCKER TO PREVENT LOOSENING.***
11. ***REPLACE HOPPER AND MOUNTING BRACKET***
    a. ***REINSTALL CARD HOPPER BY ALIGNING (4) TABS WITH CUTOUTS IN BASE PLATE, AND SLIDING THE HOPPER FORWARD INTO PLACE ONCE TABS ARE BELOW BASE PLATE. LATCH WILL RETAIN PIN ON SIDE OF HOPPER. NOTE: IMPROPER INSTALLATION OF HOPPER WILL CAUSE CARD JAMS AND DISPENSER MALFUNCTION***
    b. ***FLIP DISPENSER UPSIDE-DOWN AND CENTER THE MOUNTING BRACKET ONTO BASE OF DISPENSER AS BEST AS POSSIBLE.***
    c. ***USE PHILLIPS SCREWDRIVER TO REPLACE AND FULLY TIGHTEN (4) SCREWS TO SECURE THE DISPENSER TO THE MOUNTING BRACKET.***
    d. ***USE PHILLIPS SCREWDRIVER AND NEEDLE NOSE PLIERS TO REPLACE (4) NUTS TO PREVENT LOOSENING.***
12. ***REPLACE DISPENSER ON DOOR ASSEMBLY***
    a. ***REPLACE DISPENSER ONTO DOOR MOUNTS AND USE 7/16" SOCKET WRENCH TO PARTIALLY TIGHTEN (4) MOUNTING NUTS.***
    b. ***BEFORE FULLY TIGHTENING NUTS, CHECK THAT THE DISPENSER IS CENTERED ON THE CARD CUTOUT. JAMS ARE LIKELY TO OCCUR IF DISPENSER IS OFF-CENTER. BOTH SIDE PLATES OF THE DISPENSER SHOULD BE VISIBLE WITHIN THE SPAN OF THE CARD CUTOUT WHEN PROPERLY CENTERED.***
    c. ***TIGHTEN NUTS AND RECONNECT HARNESS CONNECTIONS.***
13. ***TEST ADJUSTMENTS***
    a. ***PLACE (50) CARDS AND CARD WEIGHT INTO HOPPER.***
    b. ***ACCESS DISPENSER TESTS IN GAME'S TEST MENU AND DISPENSE CARDS TO VERIFY THAT OPTIMAL OPERATION IS RESTORED.***

IF YOU DISCOVER DAMAGED OR BROKEN PARTS ON YOUR DISPENSERS OR PROBLEMS PERSIST:

CONTACT BETSON ENTERPRISES FOR FURTHER SUPPORT AT 1-800-753-2513

OR EMAIL QUESTIONS TO RTSUPPORT@BETSON.COM